

Bluewater Grotto & Ice Rink FAQs 2018

How do we receive our tickets?

E-tickets are issued to the email that is provided at the time of booking. Please print off the e-ticket and present it to the staff at the Ice Rink or Grotto Box Offices before entering your event.

Can we buy tickets on the day?

Our booking system allows you to reserve a slot up to 1 hour in advance. After that, bookings must be taken on site at our box office. Our Admiticket operatives will be able to advise about availability.

Can we add additional attendees to our booking?

Bookings cannot be amended once they have been made. If you would like to add additional adults or children to your booking, consult the box office on site where our staff will do their best to accommodate your requirements and take payment as appropriate.

Can we change the time/date of our booking?

In special circumstances, our admiticket staff are able to change the time/date to any other available slot but it is advised you to ensure your date and time are correct at time of purchase.

Where are the Ice Rink and Grotto located?

The Ice Rink and Grotto are located outside the main entrance to The Village with the nearest car park being The Village car park.

Are we able to hire the penguins/skate aids?

The skate aids cannot be reserved in advance but there will be plenty available on the day bookable from the boxoffice on a first come first served basis for £5.



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Does the event have good wheelchair access / can wheelchair users go on the ice?

The Bluewater Ice Rink and Grotto are wheelchair accessible and wheelchair users are able to go on the ice. This should be mentioned in the comment box when purchasing the tickets so that we can notify our staff on the ground.

What activities am I able to book in advance?

Guests are able to reserve slots for the Ice Rink and Santa's Grotto.

How many tickets can I book at a time for the Grotto?

You may book up to six children with two free adults to accompany them. Four additional adult tickets may be purchased for £5 each. Larger groups will need to be booked through the admiticket Help Desk.

Where can I park?

Bluewater has several surrounding car parks that can be used during the event; for the closest car park look for the Village Car Park. Disabled and parent & child parking is available adjacent to the entrance. All parking is free of charge.

I don't have a car – where is the nearest public transport?

Bluewater is easily accessible by public transport This includes the National Rail, National Express, Arriva Bus Service and all other Bus services.

Can I purchase food and drink at the event?

There are more than 60 places to eat and drink within Bluewater and hot drinks and snacks are available at the event.

Are there baby change facilities?



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There are baby change facilities located near all toilets within Bluewater. The nearest are The Village toilets.

Where is the first aid point?

The First Aid Point will be situated on site at the ice rink.

Can I store my coat, bag or buggy?

Your belongings and buggy will have to be with you at all times as there is nowhere to store personal items. However, you will be able to put your buggy to one side when you are in the Grotto if you would like to but please be advised that any buggies or property left in designated areas are done so at the owners' risk. There are lockers available for a small charge at the ice rink for your valuables, but again, all items are left at the owner's own risk.

How long before my allotted time should I arrive at the Grotto?

You should arrive 5 minutes before your time slot and walk straight to the Grotto entrance.

What will the Grotto visit consist of?

The visit will consist of an enticing visit to the new Grotto with a 4D cinema entertainment experience and a chance to meet Mrs Claus before your one to one visit with Santa.

Will Santa giveaway a toy?

Santa will be giving away a beautiful bespoke plush gift to all children who have purchased a Grotto ticket. This toy will suit all ages and abide by CE standards.

How long will I have to queue?

If you arrive with your ticket (5mins before) you will enter the magical walkway where you will be greeted by a friendly Elf who will begin your Grotto experience.



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How long will the visit with Santa last?

The one to one visit with Santa will last approx. 2.5 minutes following the entertainment, craft building and 4D cinema experience

How many children can see Santa at once?

It would depend on the booking but a maximum of 4 children per visit is the recommended amount unless it was a group visit.

Will my child have a one to one visit or a group visit?

Your child will have a one to one visit with you and the group that you have attended the Grotto with.

Will Santa be made aware of my child's disabilities and act accordingly if necessary?

Yes, if you enter the details of your child's disabilities when booking your tickets, our staff will be made aware via our admiticket and box office technology.

Have all staff been DBS checked?

Yes, all staff are DBS checked.

Will a photo be taken of my child's visit?

Yes, a photograph will be taken during the visit with Santa. Your child's photo can be purchased in the following photo media:

- Photo mounts
- Snow globes
- Christmas tree baubles
- Key rings
- Fridge magnets
- Snow and Glitter Frames



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Am I able to re-order my photo during the event?

Yes, you will be supplied with a unique number on a card and this will enable you to purchase more photos if you desire. Should you lose the card, you may still be able to purchase additional photos at the event onsite. Please visit the photo sales point and provide the staff with the date and time of your visit. Please be advised that in order to purchase a photo the person purchasing / collecting the photo must be visible in the picture.

Can I get a refund for my booking?

Unfortunately, we are unable to assist with refunds for booked timeslots. If you are no longer able to attend your booked timeslot, our admiticket staff will do their best to find a convenient slot for you.

Do new-born babies need a ticket?

Children of all ages will need a ticket in order to go through the grotto; this is due to the fact that all children will get the chance to meet Santa, have a photo taken with him and receive a luxury plush gift at the end.

